

Before the
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Post Office Structure Plan

Docket No. N2012-2

INTERROGATORIES OF THE PUBLIC REPRESENTATIVE TO
POSTAL SERVICE WITNESS JEFFREY C. DAY
(PR/USPS-T1-12-13)

June 28, 2012

Pursuant to 39 C.F.R. §§3001.25 through 3001.28, the Public Representative hereby submits the following interrogatories and requests for production of documents. Definitions and instructions included with the Public Representative's First Set of Interrogatories and Requests for Production to United States Postal Service, PR/USPS-1-3 in Docket No. N2012-1 and dated December 21, 2011, are hereby incorporated by reference.

The Public Representative encourages the Postal Service to discuss issues of burden, privilege, relevance, or question clarity informally to obviate the need for objections or motions practice.

Respectfully submitted,

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Public Representative N2012-2

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PUBLIC REPRESENTATIVE INTERROGATORIES TO
POSTAL SERVICE WITNESS DAY (SET 2)

PR/USPS-T1-12. Your response to PR/USPS-T1-1a states, "Saturday retail window service hours will not be changed pursuant to POSTPlan." USPS-LR-N2012-2/1 shows that Glencliff, NH 03238 will be a Level 2 office (Column P) and currently provides Saturday retail window service (Column U). The Post Office Locator Tool at USPS.com shows that Glencliff provides retail window service on Saturday from 7:00am to 1:00pm.

- a. As the person with "primary responsibility for managing and developing policies and procedures governing day-to-day retail operations in Post Offices," (USPS-T-1 at i) please explain the anomaly of a Level 2 office offering 6 hours of retail window service on Saturday.
- b. PB 22289 (July 15, 2010) revises POM 126 Retail Services Management. Section 126.412 states, "Window service is provided on Saturdays if there is a demonstrated need." Please explain, for FY2013 and beyond, how the Postal Service manager with authority to set Saturday retail window service hours at a Level 2 office will determine whether there is a "demonstrated need" for Saturday retail window service.
- c. POM section 126.42 states, "If the needs of the community have changed, the postmaster should use recent Window Operations Survey (WOS) reports as well as customer feedback to determine if a change in service hours should be considered." Will this procedure apply to RMPOs and PTPOs in future years?
- d. Please discuss the justification for, and provide any analysis performed regarding, leaving the Saturday retail window service hours unchanged.

PR/USPS-T1-13. What policies or programs have been or will be established by the Postal Service to recruit employees to staff RMPOs and PTPOs? Please provide a detailed description of any such policies or programs.